



**PROVIDER REPORT  
FOR**

**VOCATIONAL  
ADVANCEMENT  
115 Watertown St  
Watertown, MA, MA 02472**

**February 13, 2015**

**Version**

**Provider Web Report**

**Prepared by the Department of Developmental Services  
OFFICE OF QUALITY ENHANCEMENT**

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	VOCATIONAL ADVANCEMENT
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<b>Review Dates</b>	1/20/2015 - 1/22/2015
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<b>Service Enhancement Meeting Date</b>	1/30/2015
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<b>Survey Team</b>	Leslie Hayes (TL)
	Lisa MacPhail

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	2 location(s) 5 audit (s)	Full Review	31 / 42 Defer Licensure -		
Community Based Day Services	1 location(s) 2 audit (s)			Full Review	4 / 12 Certified
Employment Support Services	0 location(s) 1 audit (s)			Full Review	14 / 17 Certified
Center Based Employment	1 location(s) 2 audit (s)			Full Review	6 / 14 Certified

**Survey scope and findings for Planning and Quality Management**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
Planning and Quality Management	N/A	N/A	N/A	Full Review	0/6 Certified

## **EXECUTIVE SUMMARY:**

The Vocational Advancement Center (VAC) has provided vocational training and employment services for individuals with disabilities and others in need of support for over 50 years. For the purpose of this full Licensure and Certification Review, Community Based Day, Employment Supports and Center Based Employment Services were evaluated.

Since the last survey in 2013, which was a Provider Self-Assessment and DDS Targeted Review, the agency underwent a number of positive changes. After many years of providing services at a location in Brighton, VAC moved in October 2013 into a location in Watertown. The new building was completely renovated to suit the agency's needs offering a bright, airy atmosphere and good program space. There are also additional rooms for small groups and socializing. In regards to supports provided, the individuals receiving services were enthusiastic about their activities and eager to show the program to visitors. Staff was happy to discuss the services being provided including its new service, Community Based Day Supports. They noted that the individuals may be involved in 2 different tracks, one of which is work-focused. The agency is part of the Greater Boston Employment Collaborative which meets regularly for networking and to share information on employment opportunities. Under Employment and Center Based Work Supports, VAC has a long-standing relationship with Tufts University which provides employment and offers training opportunities in its cafeterias. Individuals may also take part in in-house work opportunities such as cleaning and clerical activities for which they receive minimum wage. The agency has one individual who works full-time and receives job-coaching. The second track, Community Based Day Supports (CBDS), is social/recreationally-based. Individuals on this track take part in community outings such as bowling, community parks and the local library and in-house activities such as cooking, arts and crafts and Chinese language lessons. Some in-house activities are facilitated through the use of Wii.

VAC was found to need improvement in a number of licensing expectations including ISP development and implementation, health care documentation and environmental safety, Human Rights Committee expectations and consent forms. With respect to ISPs, the agency should ensure that assessments and goals/objectives are submitted on time, that objectives are clearly defined from the goals and that progress notes reflect the goals/objectives and support strategies that are to be consistently addressed. Under Health care, emergency fact sheets need to be updated regarding current medications; and, under safety, cleaning supplies such as dish soap need to be stored separately from food items. Environmentally, the agency needs to ensure all required inspections are conducted annually and that hot water temperatures remain within required guidelines. Written informed consents need to be specific to each instance where the personal information or picture will be used, when it will be published and where. It also needs to clearly state that permission may be withdrawn at any time. VAC takes part in a Human Rights Committee that is shared with another agency. VAC needs to ensure it is properly represented at these meetings, that any appropriate issues are reviewed and that minutes are maintained. The agency stated that staff meetings are held regularly. The agency has only recently started documenting attendance at staff meetings and the content of what was discussed. Staff need ongoing training and supervision that includes a focus on the unique needs of the individuals served including, but not limited to medical and mental health issues as well as interests and service needs. While the administration and staff were able to speak knowledgeably about the program, the individuals attending and daily operations, required documentation was lacking. In many cases, the lack of documentation made it difficult to determine compliance with regulations. The agency needs to concentrate on developing and implementing systems for documenting compliance with licensing and quality indicators.

With regard to Certification expectations, the agency has several areas that are in need of improvement. The agency did well with adapting environments to the needs of individuals up to and including

relocation to its new and improved setting. It also did well communicating with families and guardians and promoting relationships. VAC connects individuals with Project Impact so they fully understand how employment may affect any public benefits they may receive. However, a system for the ongoing assessment of the individuals served was not consistently evident. Regardless of the type of employment/ day supports provided, individuals must be assessed on an ongoing and routine basis for needs, interests, and job and social skills; and, this information needs to be used in the implementation of programming for each individual.

The agency also needs to have a Strategic Plan in place towards agency service improvement with goals and a system to track progress towards those goals. In addition, the agency needs to regularly gather data from individuals, families, guardians and other stakeholders and use this information to work towards improving services.

The result of the DDS Licensing and Certification Survey was that indicators were met at 74 percent with 31/42 indicators met and one critical indicator (L 11: required inspections) not met. As a result of these findings, the agency is in deferred licensing status and sanctions are in place, meaning that the agency is prohibited from any new business until the critical indicator is met and the agency scores an 80 percent or higher during follow-up. Within sixty days of the service enhancement meeting, the Office of Quality Enhancement will conduct a follow-up review relative to the licensing indicators which were not met. If during follow-up, the agency is found to have corrected a sufficient number of not met indicators to score above 80 percent, the agency will be granted a Two-Year License with a Mid-Cycle Review and sanctions will be lifted.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>4/5</b>	<b>1/5</b>	
<b>Employment and Day Supports</b>	<b>27/37</b>	<b>10/37</b>	
Community Based Day Services Employment Support Services Center Based Employment			
<b>Critical Indicators</b>	<b>3/4</b>	<b>1/4</b>	
<b>Total</b>	<b>31/42</b>	<b>11/42</b>	<b>74%</b>
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		<b>11</b>	

### **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	While the agency has trained a new Human Rights Officer (HRO) and he has started to attend the HR meetings, going forward, the agency needs to continue to ensure regular attendance at the Human Rights Committee meetings, that minutes are regularly obtained after the meeting and that any appropriate issues are reviewed.

### **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	While there was evidence that the agency was informed of current medications, in two instances, individuals' medications had not been updated on their emergency fact sheets. The agency needs to ensure that emergency fact sheets are kept up-to-date.
Ⓟ L11	All required annual inspections have been conducted.	The water heaters at the program had not been inspected. This was corrected by 1/23/15. The agency needs to ensure that inspections occur annually. (Corrected)

**Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L15	Hot water temperature tests between 110 and 130 degrees.	The water temperature measured over 124 degrees. The agency needs to ensure that the water temperature remains within the required limits. (Corrected)
L25	Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.	Food items were stored with soap under the sink in the program area. This was immediately corrected. The agency needs to continue to ensure that food is stored separately from cleaning items.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The informed consent forms reviewed were not specific regarding how the information will be used, when it will be used and the time-limit, if applicable. Consent forms also need to include the individual/guardian's right to withdraw consent at any time. The agency needs to ensure that informed consents are specific to when and how the information will be used, are time-limited and that individuals/guardians are aware of their right to withdraw consent.
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.	The agency needs to ensure that staff are trained to support the unique needs of the individuals they serve including medical and psychiatric diagnoses.
L85	The agency provides on-going supervision and staff development	There was no evidence of ongoing training and development to staff including trainings on the unique needs of the individuals they serve including, but not limited to medical and mental health diagnoses. The agency needs to ensure staff receive ongoing training and staff development.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	The ISP assessments reviewed were not submitted within the required timelines. The agency needs to ensure assessments are submitted to the DDS Service Coordinator (SC) within the required timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	The ISP support strategies reviewed were not submitted within the required timelines. The agency needs to ensure goals and objectives are submitted to the DDS Service Coordinator (SC) within the required timelines.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	In 4 of the 5 individuals reviewed, progress notes did not reflect concrete information on the progress towards the individual's goals. The agency needs to ensure that progress notes specifically address the support strategies outlined for each objective.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>
<b>Certification - Planning and Quality Management</b>	<b>0/6</b>	<b>6/6</b>
<b>Employment and Day Supports</b>		
Employment Support Services	14/17	3/17
Center Based Employment	6/14	8/14
Community Based Day Services	4/12	8/12

### **Planning and Quality Management Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C1	The provider collects data regarding program quality including but not limited to incidents, investigations, restraints, and medication occurrences.	There was no evidence that there is a system in place to track program quality. The agency needs to regularly collect data and use it to determine program quality.
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	There was no evidence that there is a system in place to identify patterns and trends in regards to program quality. The agency needs to regularly collect data so that through the analysis of information patterns and trends are identified.
C3	The provider actively solicits and utilizes input from the individuals and families regarding satisfaction with services.	There was no information available to evidence that the agency regularly solicits input. The agency needs to regularly solicit and utilize input from individuals, guardians and families.
C4	The provider receives and utilizes input received internally, from DDS and other stakeholders to inform service improvement efforts.	There was no documentation to evidence that the agency regularly solicits input from DDS and other stakeholders. The agency needs to solicit and utilize input from DDS and other stakeholders to inform service improvement efforts.
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency did not present a mechanism for establishing agency goals toward improvement of services and measuring progress towards achieving service improvement goals.



**Planning and Quality Management Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	The agency needs to demonstrate it has a system for program planning and strategies to actualize these plans.

**Employment Support Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	There is no evidence that the individual had the opportunity to provide feedback on the staff working with him. The agency needs to ensure the individual has the opportunity to offer feedback.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Although the job coach makes regular visits to the work location, no documentation is in place that matches the number of job coach contacts with the needs of the individual. The agency needs to determine the level of supervisory support needed for this individual
C36	Ongoing supports are provided to enhance job retention and advancement.	The agency identified additional tasks that the individual has the skills to perform, but the individual has expressed he is not interested in trying new tasks. The agency needs to work with the individual to introduce tasks that advance his longstanding duties.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	There is no evidence that the individuals are regularly assessed to determine current functioning and how to maximize support to increase independence and participation in typical activities and routines. The agency needs to ensure that regular assessments are conducted and the information is used to support the development of skills.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C37	There is support to develop appropriate work related interpersonal skills.	Individuals need to be regularly assessed on their current level of interpersonal skills and specific needs for further skill development. The agency needs to ensure regular assessments are completed and the information is used to support the development of work-related interpersonal skills.
C38	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	Individuals should be regularly assessed to determine need areas for specific habilitative and behavioral goals relating to employment. The agency needs to ensure regular assessments are completed and the information is used to identify specific habilitative and behavioral goals.
C39	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Individuals need to be regularly assessed to help identify job goals and needs that would help them to either achieve supported employment or progress within their current job. The agency needs to ensure regular assessments are completed and a plan developed to identify job goals and support needs that would lead to supported employment.
C40	Individuals are supported to explore their personal interest and options for community involvement, personal interest and hobbies.	Individuals need to be regularly assessed to ensure the program addresses their interests and abilities. The agency needs to ensure regular assessments are completed and the information is used to determine personal interests, options for community involvement and/or hobbies.
C41	Individuals participate in activities that reflect their interests.	Although the individuals were found to enjoy participating in a variety of activities, the connection between the activities offered and interest inventories could not be determined. Interest inventories need to be completed at least annually.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	The agency needs to ensure that individuals are provided with ongoing opportunities to explore potential interests.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	Although a schedule is developed daily and new activities are introduced and encouraged, it was not possible to determine the connection between activities and individual choices.

**Center Based Employment- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C22	Staff have effective methods to assist individuals to explore their job interests.	There is no evidence that individuals are assessed to determine their job interests and abilities through job exploration. The agency needs to ensure that individuals are supported to explore job opportunities.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	There is no evidence that individuals are assessed to determine their skills, interests, career goals and training and support needs. The agency needs to ensure that individuals are assessed.
C24	There is a plan developed to identify job goals and support needs.	There is no evidence that individuals have a plan to address their job goals and support needs. The agency needs to ensure that individuals are assessed and a plan is developed to ensure follow-through.
C25	Staff assist individuals to work on skill development for job attainment and success.	There is no evidence that staff work on specific individual skill development. and/or a plan is being carried out to improve skills towards employment.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	There was no evidence that individuals are regularly assessed to determine their optimal level of support nor is there a plan to minimize needed supports. The agency needs to ensure that individuals are receiving the optimal level of support and that a plan is in place to minimize supports.
C35	Individuals are given feedback on job performance by their employer.	There is no documentation provided that the individuals have the opportunity to receive regular feedback on job performance from their employer. The agency should ensure individuals have the opportunity to receive regular feedback.

**Center Based Employment- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C38	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	There were no assessments or other documents to reflect the need for specific habilitative and behavioral goals relating to employment. The agency needs to ensure that individuals are assessed and a plan developed to ensure follow-through towards supported employment.
C39	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	There were no plans available to identify job goals and support needs that would lead to movement into supported employment. The agency needs to ensure that individuals are assessed and a plan developed to ensure progress towards a supported employment goal.

## MASTER SCORE SHEET LICENSURE

### Organizational: VOCATIONAL ADVANCEMENT

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	1/2	Not Met(50.0 % )
L74	Screen employees	3/3	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	1/1	2/2	2/2	5/5	Met
L5	Safety Plan	L		1/1	1/1	2/2	Met
Ⓟ L6	Evacuation	L		1/1	1/1	2/2	Met
L7	Fire Drills	L		1/1	1/1	2/2	Met
L8	Emergency Fact Sheets	I	1/1	2/2	0/2	3/5	Not Met (60.0 %)
L9	Safe use of equipment	L		1/1	1/1	2/2	Met
Ⓟ L11	Required inspections	L		0/1	0/1	0/2	Not Met (0 %)
Ⓟ L12	Smoke detectors	L		1/1	1/1	2/2	Met
Ⓟ L13	Clean location	L		1/1	1/1	2/2	Met
L14	Site in good repair	L		1/1	1/1	2/2	Met
L15	Hot water	L		0/1	0/1	0/2	Not Met (0 %)
L16	Accessibility	L		1/1	1/1	2/2	Met
L17	Egress at grade	L		1/1	1/1	2/2	Met

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L18	Above grade egress	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L20	Exit doors	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L21	Safe electrical equipment	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L22	Clean appliances	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L25	Dangerous substances	L		0/1	0/1	<b>0/2</b>	<b>Not Met (0 %)</b>
L26	Walkway safety	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L28	Flammables	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L29	Rubbish/combustibles	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L30	Protective railings	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L31	Communication method	I	1/1	2/2	2/2	<b>5/5</b>	<b>Met</b>
L32	Verbal & written	I	1/1	2/2	2/2	<b>5/5</b>	<b>Met</b>
L49	Informed of human rights	I	1/1	2/2	2/2	<b>5/5</b>	<b>Met</b>
L50	Respectful Comm.	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L51	Possessions	I	1/1	2/2	2/2	<b>5/5</b>	<b>Met</b>
L52	Phone calls	I	1/1	2/2	2/2	<b>5/5</b>	<b>Met</b>
L54	Privacy	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L55	Informed consent	I		0/2	0/2	<b>0/4</b>	<b>Not Met (0 %)</b>
L77	Unique needs training	I	1/1	0/2	0/2	<b>1/5</b>	<b>Not Met (20.0 %)</b>
L80	Symptoms of illness	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L81	Medical emergency	L		1/1	1/1	<b>2/2</b>	<b>Met</b>
L85	Supervision	L		0/1	0/1	<b>0/2</b>	<b>Not Met (0 %)</b>
L86	Required assessments	I		0/1	0/1	<b>0/2</b>	<b>Not Met (0 %)</b>

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L87	Support strategies	I		0/1	0/1	0/2	Not Met (0 %)
L88	Strategies implemented	I	0/1	0/2	1/2	1/5	Not Met (20.0 %)
#Std. Met/# 37 Indicator						27/37	
Total Score						31/42	
						73.81%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	0/1	Not Met (0 %)
C2	Data analysis	0/1	Not Met (0 %)
C3	Service satisfaction	0/1	Not Met (0 %)
C4	Utilizes input from stakeholders	0/1	Not Met (0 %)
C5	Measure progress	0/1	Not Met (0 %)
C6	Future directions planning	0/1	Not Met (0 %)

### Center Based Employment Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C22	Explore job interests	0/2	Not Met (0 %)
C23	Assess skills & training needs	0/2	Not Met (0 %)
C24	Job goals & support needs plan	0/2	Not Met (0 %)
C25	Skill development	0/2	Not Met (0 %)
C27	Job benefit education	2/2	Met
C31	Job accommodations	2/2	Met
C33	Employee benefits explained	2/2	Met
C34	Support to promote success	0/2	Not Met (0 %)

### Center Based Employment Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C35	Feedback on job performance	0/2	<b>Not Met (0 %)</b>
C37	Interpersonal skills for work	2/2	<b>Met</b>
C38	Habilitative & behavioral goals	0/2	<b>Not Met (0 %)</b>
C39	Support needs for employment	0/2	<b>Not Met (0 %)</b>

### Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	2/2	<b>Met</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C13	Skills to maximize independence	0/2	<b>Not Met (0 %)</b>
C37	Interpersonal skills for work	1/2	<b>Not Met (50.0 %)</b>
C38	Habilitative & behavioral goals	0/1	<b>Not Met (0 %)</b>
C39	Support needs for employment	0/1	<b>Not Met (0 %)</b>
C40	Community involvement interest	0/2	<b>Not Met (0 %)</b>
C41	Activities participation	0/2	<b>Not Met (0 %)</b>
C42	Connection to others	2/2	<b>Met</b>
C43	Maintain & enhance relationship	2/2	<b>Met</b>
C44	Job exploration	0/2	<b>Not Met (0 %)</b>
C45	Revisit decisions	0/2	<b>Not Met (0 %)</b>

### Employment Support Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	0/1	<b>Not Met (0 %)</b>
C8	Family/guardian communication	1/1	<b>Met</b>
C22	Explore job interests	1/1	<b>Met</b>
C23	Assess skills & training needs	1/1	<b>Met</b>
C24	Job goals & support needs plan	1/1	<b>Met</b>
C25	Skill development	1/1	<b>Met</b>
C26	Benefits analysis	1/1	<b>Met</b>
C27	Job benefit education	1/1	<b>Met</b>
C29	Support to obtain employment	1/1	<b>Met</b>
C30	Work in integrated settings	1/1	<b>Met</b>
C31	Job accommodations	1/1	<b>Met</b>
C32	At least minimum wages earned	1/1	<b>Met</b>



**Employment Support Services Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C33	Employee benefits explained	1/1	<b>Met</b>
C34	Support to promote success	0/1	<b>Not Met (0 %)</b>
C35	Feedback on job performance	1/1	<b>Met</b>
C36	Supports to enhance retention	0/1	<b>Not Met (0 %)</b>
C37	Interpersonal skills for work	1/1	<b>Met</b>